

ePermits Privacy Policy

08/20/2018

A. General

The Metropolitan Government of Nashville and Davidson County ("Metro") has partnered with Civic Engineering to provide the ePermits website. Metro ("us" or "we" or "our") is committed to protecting your privacy through our compliance with this policy (the "Privacy Policy").

This Privacy Policy describes our privacy practices for collecting, using, maintaining, protecting and disclosing information that we may collect from you or personal information about you that may be collected, used, or disclosed when you visit or use the ePermits website. For the purpose of this policy, "ePermits" refers to all information used for the purpose of providing users an online means to obtain information on permits applied for and/or issued by participating departments in the Metropolitan Government of Nashville and Davidson County.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. By submitting any information to ePermits, or by otherwise utilizing ePermits, you agree to the terms of this Privacy Policy and consent to the policies and practices described for the collection, use or disclosure of your information.

B. Information We Collect and How We Collect It

Information that you provide to us may be used to fulfill the services provided by ePermits;

- including the disclosure and reporting of any information that you provide,
- including but not limited to your name, address, purpose for permitting, type of permits, and any additional information provided while applying for a permit

We **do not** use this data for marketing or commercial purposes.

When you use ePermits, we will only ask for your information when you are applying for a permit.

Payment information is collected via a contracted payment processor. Payment card data is not collected, stored or processed by this site.

I. Automatic Information Collection.

When you download, access, and/or use ePermits, including the ePermit website, we may use technology automatically to collect:

- Website Activity Details. We may also collect information about the parts of our ePermits website you use and related information, your viewing activity and response to a broad variety of features, links and media on our ePermits website and/ or third party websites you visit when you leave our website. We may work with third parties who collect information about you when you use our website.
- Other information. We may collect information about your IP address, domain name, router, operating system, browser type and additional information about your usage of the ePermits website and related media, including use of mobile devices to access ePermits.

We use this information to help us make ePermits more useful to users.

C. How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To fulfill information needs and requests for services.
- To allow constituents to track requests for services.
- To access third party services. We may share your information with third parties, including our affiliates, so that they can provide you with services.
- To respond to your requests or questions.
- To conduct and improve our products, services, and services delivery. We may use information to customize and improve your experience. For example, we might look at usage trends to make sure our ePermits website is easy to use.
- For security purposes. We may use information to protect Metro, our citizens, or ePermits.
- For legitimate business purposes. We will also use your information to fulfill any other purpose for which you provide it. We may also use information you provide to carry out our obligations and enforce our rights arising from any contracts entered into between you and us. We may combine information that we receive about you from third parties with information we already have.

- As otherwise permitted or required by law, which includes the Tennessee Public Records Act ([TPRA](#)), **be aware that all or virtually all information you provide to this site would be discoverable under the TPRA.**

D. Disclosure of Your Information

We may disclose any information about our users, and may also aggregate information that does not identify any individual, without restriction. We may disclose personal information that we collect or you provide as described in this Privacy Policy:

- To our Metro government partner agencies and affiliates.
- Service Providers: We share information with contractors, service providers and other third parties we use to support our business.
- To protect rights and safety: If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Metro Departments and Agencies, our citizens/residents/visitors or others.
- For legal purposes: To comply with any court order, law or legal process, including responding to any government or regulatory request, or a request under the TPRA.
- For any other purpose when you provide the information.

E. Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. You have access to the following control over your information:

- Tracking Technologies and Advertising: You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

F. Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure. However, the internet is a public place and information security is not an absolute. We cannot absolutely guarantee that your information will remain secure. We encourage you to use caution when sharing information.

Our servers are located in the United States. If you are outside of the United States, your information will be sent to the United States. By using ePermits, and by giving us your information, you consent to such transfer. You also understand that the United States may not provide you with as much protection as the laws of your country.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our application, you are responsible for keeping this information confidential. We ask you not to share this information with anyone.

Information security is not an absolute and we cannot absolutely guarantee the security of the information that it handles. We do strive to maintain a reasonable continuous process for implementing, reviewing and improving data security.

We aspire to fully protect citizen information through the use of multiple information security controls, including technical, administrative and physical controls.

G. Changes to Our Privacy Policy

We may update our privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this page.